

Manufacturing

India

A manufacturer let departments change their own fields, forms and approvals without code

A multi-plant manufacturer configured department-specific fields, forms, approval steps and roles in Asset Infinity, so process changes no longer wait in a queue for the IT team.



AT A GLANCE

INDUSTRY

Manufacturing

REGION

India

LOCATIONS

Multiple plants and business functions

PREVIOUSLY

Every change routed through IT

FEATURES USED

Platform

01 The client

The client is a large manufacturing enterprise with multiple plants and business functions across India, already running its operations in Asset Infinity.

Each department works a little differently. As processes changed, teams needed extra fields, new forms, different approval stages and variations on the standard workflow.

02 The challenge

Business teams asked for changes, and IT had to understand and translate each one into a working configuration. The back and forth slowed every process change.

- Departments frequently needed new fields, forms and approval stages.
- IT had to interpret every request before anything changed.
- Repeated coordination slowed process changes.
- Process changes depended heavily on technical teams.

03 What they set up in Asset Infinity

The manufacturer used Asset Infinity's configuration tools so departments could shape their own workflows inside the same system, with access still controlled.

Platform

Custom fields

Business-specific fields are added to the records each department uses, without code and without a separate system.

Platform

Forms for each process

Forms are configured around the information each department needs to capture, in the order it works.

Platform

Approval steps

Process stages and approvals are set up to match each department's operational and approval requirements, with reminders when a step waits.

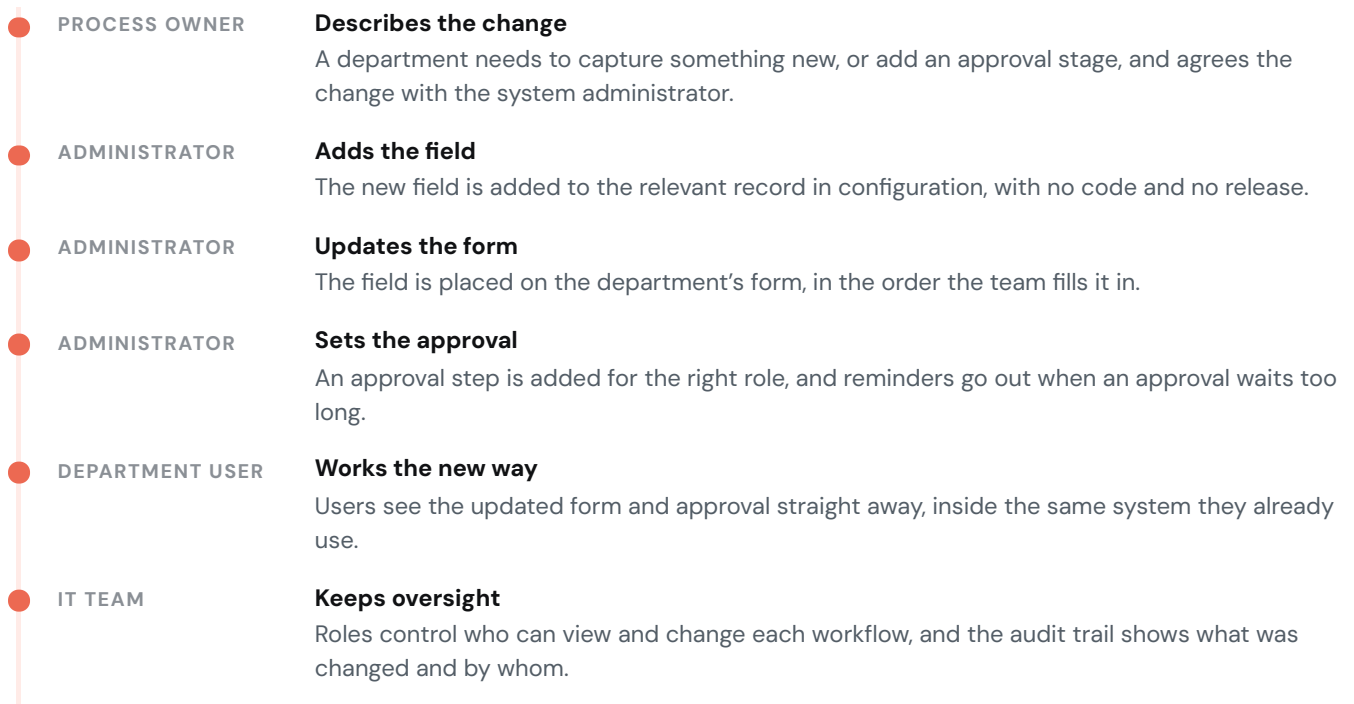
Platform

Roles and access

Roles define who can see, enter and approve what in each configured workflow, so flexibility does not cost control.

04 How it works day to day

Here is how a process change happens now.



05 Before and after

	BEFORE	WITH ASSET INFINITY
New fields and forms	Translated by IT for each request	Configured without code
Approval stages	Changed through repeated coordination	Set up to match each department
Speed of change	Slowed by back and forth	Less development dependency
Where workflows live	Variations handled case by case through IT	All workflows in one system, no separate applications
IT and business	Heavy dependence on technical teams	Better alignment with process owners

06 How it rolled out

1

Requirements reviewed.

Departmental requirements, existing workflows and customization gaps were reviewed together.

2

Workflows configured. Fields, forms, process stages and roles were set up for the relevant processes.

3

Business teams trained. Business teams were trained on the new processes, and fields and workflows refined as needs evolved.

07 The results

- Business-specific workflow changes made with less development dependency
- Forms, stages and fields that match each department's process
- Less repeated technical effort for routine configuration changes
- Better alignment between IT teams and process owners
- All customized workflows kept in the same system, with no separate applications

08 Why it worked

Changes are settings

Fields, forms and approvals are settings, so routine changes do not need a developer.

One system for every department

Departments adapt their own processes without splitting off into separate applications.

Control stays in place

Roles and access were defined for each workflow, so flexibility did not weaken governance.

09 Looking ahead

The manufacturer closed the gap between what departments needed and what the system did. Fields, forms and approvals are now configured inside Asset Infinity, and changes no longer wait on development work.

Because every workflow stays in one system with roles and access defined, the company gained flexibility without scattering its data across separate tools.

See it on your own assets

A 30-minute demo, set up for a multi-plant manufacturer.

The client's name is withheld for confidentiality. Results are as reported by the client.

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